



Iowa Utilities Board

NEWS

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Iowa Utilities Board supports Lifeline program, helping qualified lowans stay connected

Lifeline Awareness Week Sept. 9-13 educates consumers on eligibility

(Des Moines) – Communications access to emergency services and local community resources is vital to all lowans and the Iowa Utilities Board (IUB) supports efforts to help consumers “stay connected” through the federal Lifeline communications program. September 9-13, 2019, is recognized as Lifeline Awareness Week.

The Lifeline program offers a monthly discount of \$9.25 per qualified household to help eligible residents maintain access to voice (landline or cellular) and/or broadband (internet) services. More than 10 million eligible participants — including more than 50,000 lowans — have enrolled in the Lifeline program, which allows them the ability to access the nation’s communications networks, search for jobs, find health care services, contact family and friends, and call for help in an emergency.

This year, the IUB is pleased to partner with the National Association of Regulatory Utility Commissioners (NARUC) in its release of two new awareness tools for consumers, an infographic titled [The Lifeline Benefit](#) and the video [Lifeline: It’s a Life Changer](#). “The Lifeline program can provide positive benefits for many lowans and can help change lives,” says NARUC President and Iowa Utilities Board member Nick Wagner.

Lifeline applicants must prove eligibility through federal income guidelines or participation in certain public assistance or veterans programs and must recertify eligibility annually.

Links to Lifeline application and recertification forms are available on the IUB [Lifeline Telephone Assistance Program](#) webpage, through local telephone or internet service providers, or via Iowa’s [Community Action Agencies](#). Return the completed application to your chosen participating provider. A list of [participating Iowa providers](#) also is available online.

For more information about Lifeline email don.tormey@iub.iowa.gov or visit the [IUB website](#) or the [Federal Communications Commission](#) website.

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The Iowa Utilities Board regulates utilities to ensure that reasonably priced, reliable, environmentally responsible, and safe utility services are available to all lowans.

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